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Federal Communications Commission  
Office of the Secretary

**From:** Michael Guillermo Marquez [mailto:m2gmarquez@gmail.com]

**Sent:** Monday, May 09, 2011 3:51 PM

**To:** Kathy Harris; Catherine Mataves; Jim Bird

**Subject:** Docket #11-65 - AT&T AND T-Mobile Merger Deal - Please Do Not Allow This!!

If this deal goes through, everyone, here in California, and across the U.S. needs to understand that the iPhone will only be offered at AT&T's higher rates, not T-Mobile's usual more affordable plans. The great customer service which has kept T-Mobile #2 in Consumer Reports' Overall Ratings of Mobile Carriers since 2003 (when I started paying attention to this topic) until now will be gone, as well as the cheaper rates for other phones if this deal is approved. Too many T-Mobile customers are considering switching to another carrier if this deal happens; and for those who are considering to try out AT&T's service needs to keep this in mind: Go to your local library and take time to read each yearly report of the Consumer Reports Rating for Mobile Phone Carriers since 2003 until now; we will see that the merger of Cingular and AT&T did not improve Cingular's (now AT&T) rating for the categories for "Overall" and "Customer Service". Before the merger, they were either #5 or #6 of the 6 mobile carriers rated; after the merger, where there are now only 4 carriers instead of 6 being rated, they have only moved up from #4 to #3 in one of those years - only to go back down to #4 in the next report. In conclusion, if anyone who wants this deal to go through so they can get the iPhone, keep in mind that you will be paying higher monthly rates, and have a much worse customer service experience. Although this deal allows AT&T to spread their LTE service faster, it also allows them to spread their 2nd rate customer service and spotty network as well. Apple is starting to see how many potential losses of T-Mobile customers that they would miss out on if this deal goes through; that is why we are starting to see the article that Boy Genius Report gave [tmonews.com](http://tmonews.com) and Apple rumor sites that Apple is now testing the iPhone on T-Mobile's Network. Qualcomm's Gobi chipset ((the world mode modem [for example: MDM 6600 in the Verizon iPhone])), as well as other technologies like a chips that allow more than 5 five bands (pentaband) will allow us to have finally have an iPhone on T-Mobile using the missing 1700 Mhz band that it's been absent since 2007 without it being jailbroken. Let's not have this merger approved, so that T-Mobile can have the option of having AT&T paying them \$3 billion to help T-Mobile expand their 4G network.

Basically, the only good thing of this merger will be a faster deployment of AT&T's 4G LTE network; but they should have done a better job of investing in their network sooner. One of the reasons why we won't be seeing a 4G iPhone soon is because AT&T has not been aggressive enough as Verizon in moving to LTE. Apple can't release a 4G LTE iPhone when 1 out of their 2 current vendors {AT&T} is still facing obstacles in upgrading to LTE. With this pressure that they're feeling, they are taking an easy way out with buying out T-Mobile; and basically misrepresenting T-Mobile's current customers into thinking that things will be better for them with a higher monthly rate for their voice and data package plan, as well with their 2nd rate customer service that Consumer Reports repeatedly confirms each year. When we look at how things changed or stayed the same in regards to customer service after Cingular bought AT&T, very little improvement has happened - they are still receiving many negative remarks in that category. Allowing this merger to happen is not only the resurgence of Ma Bell, it's also about letting AT&T get away with being self-centered and lazy in their efforts of upgrading to 4G LTE.

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